

# AMERICANS WITH DISABILITIES ACT 20TH ANNIVERSARY

July 14, 2010



# THE AMERICANS WITH DISABILITIES ACT (ADA)

- The landmark ADA was enacted on July 26, 1990
- The ADA impacted CTA as an employer, as a place of accommodation and, especially, as a transit provider
  - Prohibited discrimination against people with disabilities
  - Mandated equal access to transit services for people with disabilities
  - Required to provide buses, rail cars, and facilities accessible to people with disabilities

# PAST: BUS FLEET

- Buses were not wheelchair accessible
- No Braille signage
- No automatic voice or visual announcements



# PRESENT: BUS FLEET

- Our entire operating fleet of 1,782 buses is accessible for wheelchairs by ramp
- All buses have wheelchair securement area(s)
- Braille signage on all buses
- Automatic voice announcements – interior and exterior -- for all stops on all buses
- LED signage on all buses

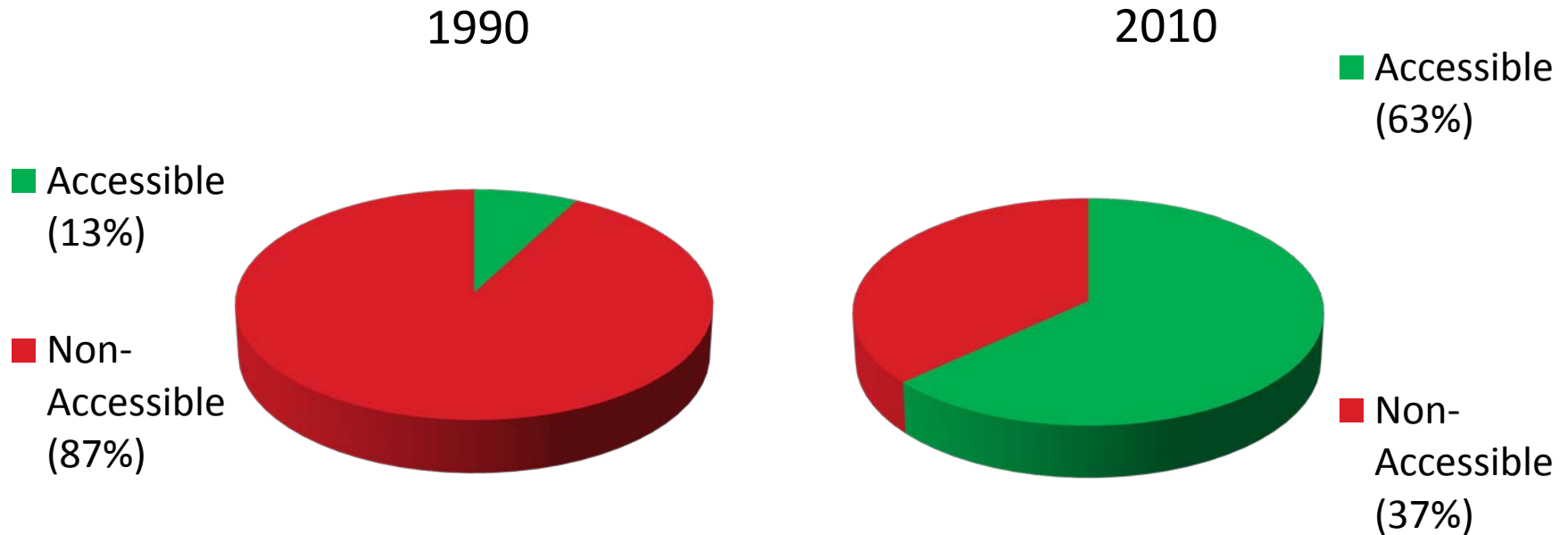
# PAST: STATIONS

- Only 11 out of 142 rail stations had elevators to their platforms
- Stations had no gap fillers to bridge space between platform and rail cars

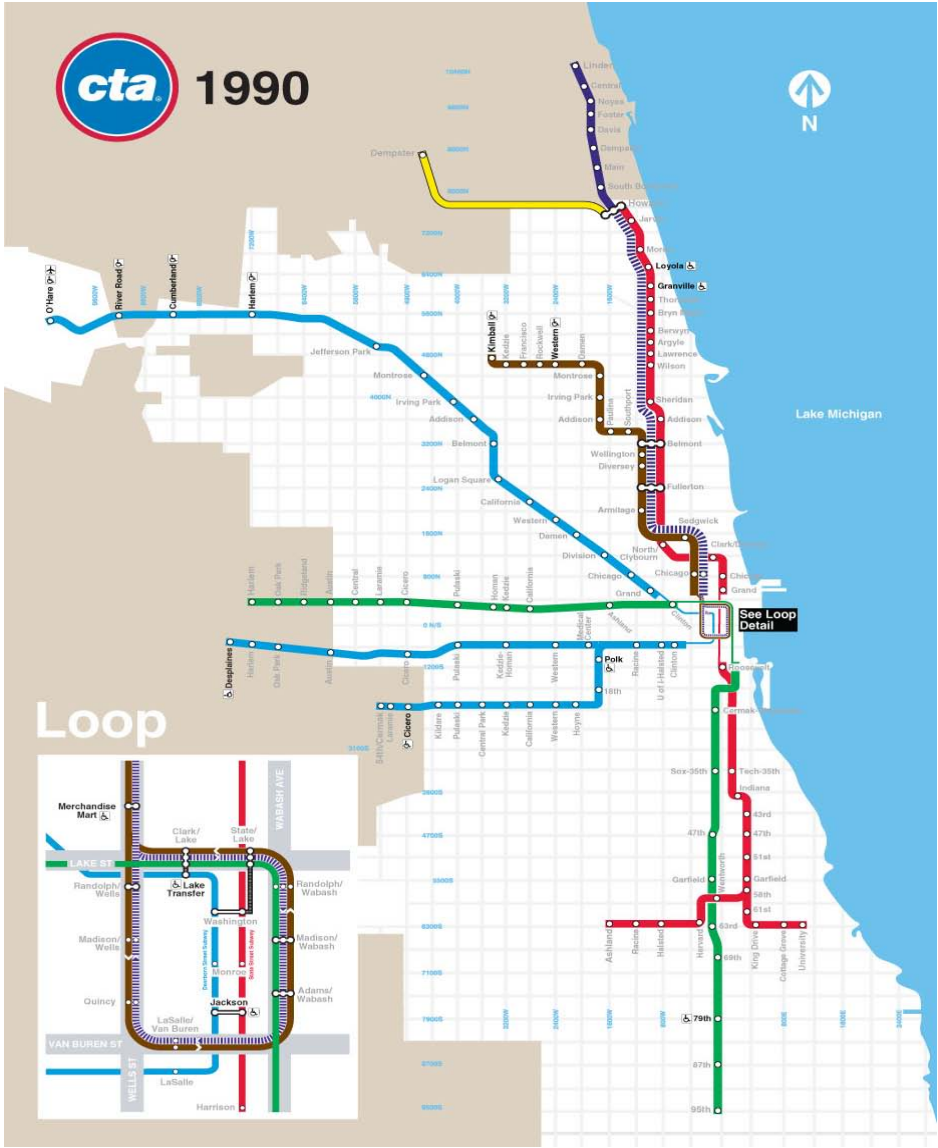


# PRESENT: STATIONS

- 91 of 144 rail stations are accessible to wheelchairs by either elevator or ADA-compliant ramp
- All stations have gap fillers
- All stations have tactile edging and customer call buttons



# PROGRESSION: RAIL STATIONS



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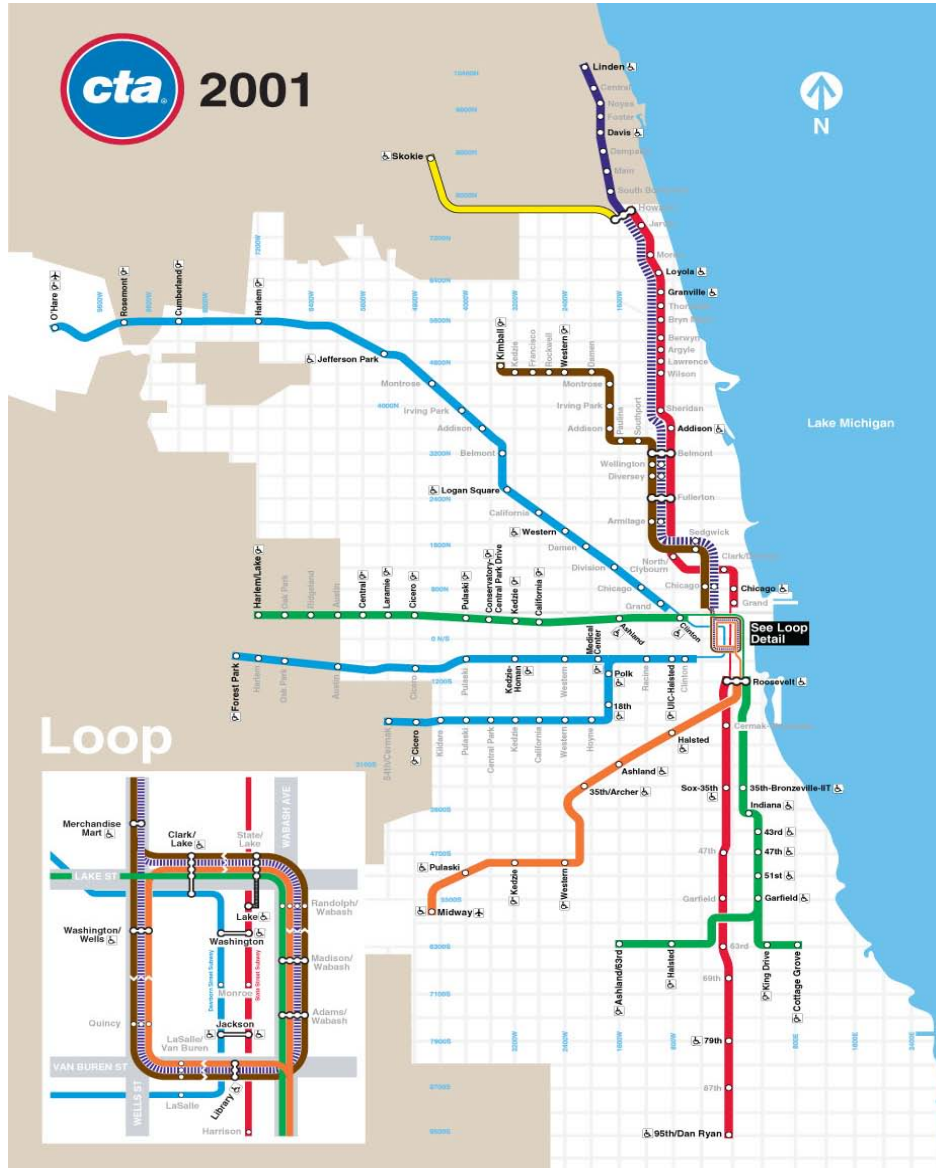




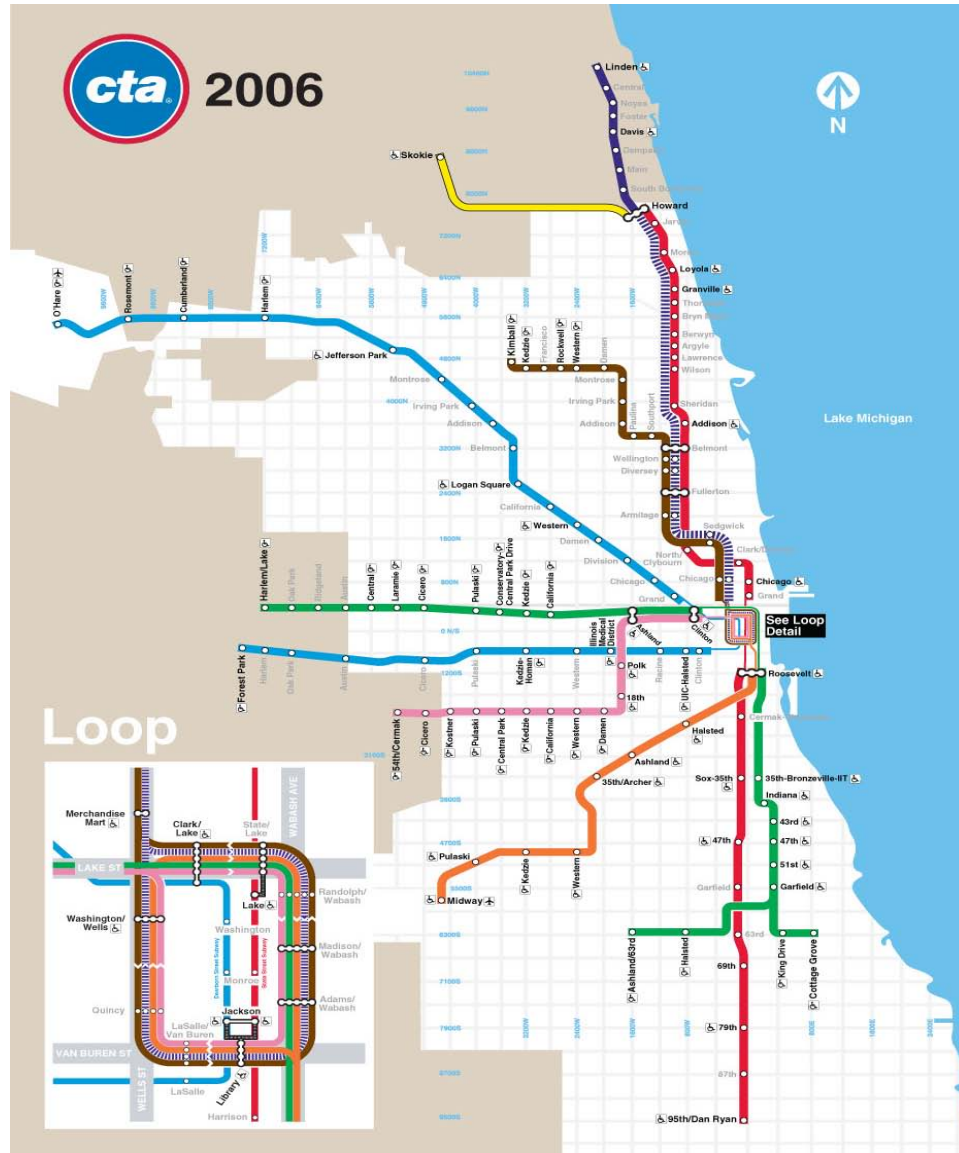
# PROGRESSION: RAIL STATIONS



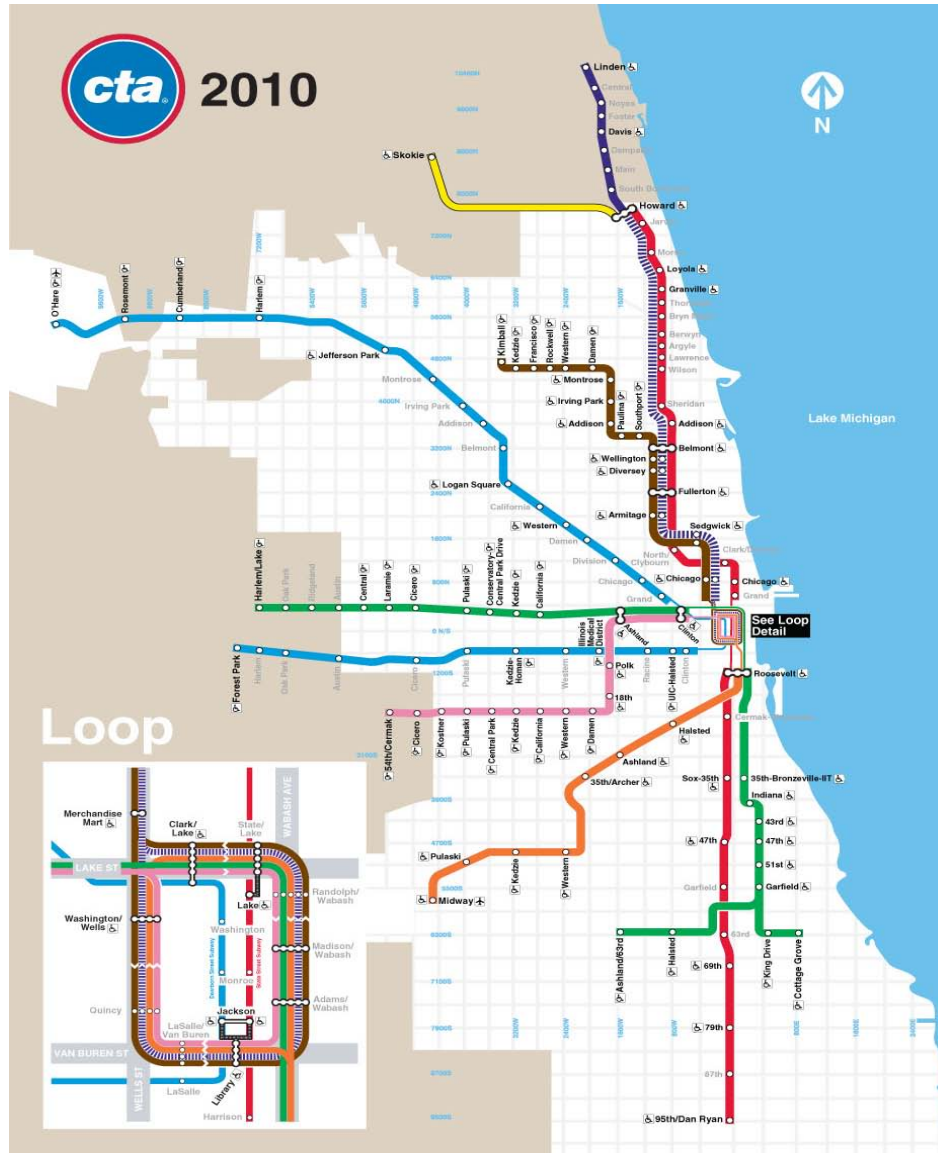
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# FUTURE: REHABILITATION

- By end of 2010 the rehabbed Cermak Red will be accessible



# FUTURE: RECONSTRUCTION

- By end of 2011 the reconstructed Grand Red will be accessible
- Project managed by CDOT



# FUTURE: NEW CONSTRUCTION

- By end of 2012 Oakton Yellow Station will be completed and accessible
- Project managed by Village of Skokie



# FUTURE: NEW CONSTRUCTION

- By end of 2012 Morgan Green/Pink Station will be completed and accessible
- Project managed by CDOT





# PAST: RAIL CARS

- Less than half the rail cars had areas designated for wheelchairs
  - In 1990, of a fleet of 1,217 only a quarter or so of the rail cars had sliding doors and a set of flip seats that could be raised to accommodate a wheelchair
- No Braille signage
- No automated voice announcements



# PRESENT: RAIL CARS

- All of our trains include multiple rail cars accessible to wheelchairs and other mobility devices
- 1,048 rail cars have a designated wheelchair securement area and ADA-compliant doors
- All rail cars have Braille signage
- All rail cars have automated voice announcements

# FUTURE: RAIL CARS

- 406 new series-5000 Bombardier rail cars are under contract:
  - two wheelchair securement areas per car
  - LED signage at both ends of each car will cue stations and changes to express runs
  - Remaining rail cars with old, accordion style doors will be retired



# PRESENT: ADA COMPLIANCE OVERSIGHT

- Safety Department field auditors who have disabilities monitor buses, rail cars and stations for compliance
- Performance Management Department audits metrics on monthly basis
  - Elevator up time – 96.5% (May 2010)
  - Escalator up time – 95.5%
  - AVAS Defects – 1.2%
  - Ramp Malfunction – 56 times
- Customer Service logs ADA issues and follows up for resolution

# PRESENT: ACCESSIBLE INFORMATION

- CTA website fully accessible
  - Redesigned in 2009 for improved customer communication
  - Exceeds federal and state standards for accessibility
  - Site is universally compatible with assistive technology
  - Graphic images provide descriptive “Alternative text”
  - All videos are captioned
- Elevator status
  - White boards NOW updated hourly
  - Pilot begins today of LED signage Phase 1

# PRESENT: COMMUNITY ENGAGEMENT

- CTA and MOPD
  - Partnering between agencies on issues affecting riders with disabilities
    - e.g., soliciting volunteers
- ADA Compliance Officer
  - Carries out President's mandate
  - Works regularly with members of Chicago's disability community on issues of importance to the community
- Meetings with disability community leaders and disability advocacy groups
  - As issues arise, staff meets with representatives of disabled community to discuss concerns

# ADDITIONAL ADA INITIATIVES

- CTA ADA Advisory Committee
  - Reconstituted with 12 members
  - Created by Board ordinance and governed by the CTA Board
  - Mission:
    - to represent the interests of the diversity of people with disabilities
    - to provide comment on CTA's current services, policies and practices
    - to provide informed input on the development and assessment of future CTA projects and services that impact people with disabilities
  - New bylaws to establish Committee structure and refine responsibilities

# ADDITIONAL ADA INITIATIVES

- Infrastructure Accessibility Task Force (IATF)
  - Newly created working group
  - CTA staff and external transit accessibility experts
  - Mission: to function as additional resource for CTA in the planning of further accessibility initiatives
    - Will assist with capital planning for reconstruction of rail stations
    - Will add technical competence in engineering and architecture
    - Will help integrate perspectives from the disability community into planning



# OUTREACH EVENTS

- April 28: Viewing and evaluation by members of disability community of prototype series-5000 rail car
- May 18: DBE workshop specifically for potential CTA vendors with disabilities
- May 25: Testing of prototype fare equipment by members of disability community
- July 15: Access Chicago event at Navy Pier
- July 22: Illinois Department of Human Services ADA Anniversary
- July 24: 7<sup>th</sup> Annual Disability Pride Parade downtown